

# Billing and Payment FAQ

***\*\*\*Please note that your WWU account belongs to the student, due to legal and federal regulations. We will not discuss financial information with anyone else unless we have a FERPA (Release of Information) from the student giving us permission. This form is located at the bottom of the Financial Services page on OwlNet.***

If you have questions about your WWU billing account, please use the following resources:

Office of Student Financial Services (SFS)  
Academic Building AB 102,  
Main Campus,  
Fulton, MO 65253

Hours:  
Office: Monday - Friday,  
8:00 am – 4:30 pm  
Cashier: Monday - Friday,  
9:00 am – 3:30 pm

Email:  
financialaid@williamwoods.edu  
Phone: 573.592.1793  
Fax: 573.592.1180

Additional billing and account-related information can be found at:  
<https://www.williamwoods.edu/cost-and-aid/>

## What is OwlNet?

OwlNet is a resource portal for all students attending WWU.

To access, go to [www.williamwoods.edu](http://www.williamwoods.edu).  
Select the "New and Current Students" link in the top right.

Select "Quicklaunch" and sign in (University IT provides you with the password).

Then select the "OwlNet" icon.

***\*\*Please note that Student Financial Services has its own icon under the Quicklaunch that will navigate you directly to our page within OwlNet.***

## How do I see my account information?

For 24/7 real-time account balances and information, log in to WWU Quicklaunch and select the "Student Financial Services" icon. Select the "My Account Balances" link. Click on the green dollar amount next to "Accounts Receivable" to view a complete history of your student billing account at the university.

# When do I get my bill?

There are *no paper* statements mailed out

An electronic statement notice is sent to your WWU email around the 10th of each month from [WebPayments@williamwoods.edu](mailto:WebPayments@williamwoods.edu).

Statements are housed online through the CASHNet system in OwlNet. Always view each new statement to ensure there haven't been any additional adjustments to your WWU billing account.

To view your monthly statement, access the Student Financial Services page in OwlNet and click on the blue "Pay Your Bill Online" button or the "Go to CASHNet" link. \*Note: Do not select the Course and Fees Statement link from OwlNet as it may not reflect an accurate balance or due date.

A student may add an additional Payer to their account in the CASHNet system, under the account information section. This payer will have access to current balances and payment histories, as well as the ability to make payments or set up a payment plan for the current semester on behalf of the student. They will not be granted access to the student's financial aid portal, grades, or other online student information.

*\*\*Please note that additional Payers will follow a link in their monthly email notification to access CASHNet.*

# When is my balance due?

Billing and financial aid are processed on a semester by semester basis; payment in full or arrangement for payment (including financial aid) is due by **July 31** for the fall semester and **December 31** for the spring semester in order to prevent late fees, holds on future registration, and delay of transcript/diploma processing.

Any additional balance acquired during the semester would be due as designated by your monthly statements. Students enrolled in summer courses will need to have the full cost of the course covered prior to the start date in order to prevent late penalties.

Payment in full or arrangement for payment (including financial aid) is due by the **student's move-in date** or by **July 31** for the fall semester (whichever is earliest).

Students can complete financial clearance through multiple avenues (paying by semester, payment plan, Parent PLUS loan, Private Loan, etc.). To discuss options, please email [admissions@williamwoods.edu](mailto:admissions@williamwoods.edu).

# What is the Financial Aid Portal?

Financial Aid portal is where you can check on the status of any aid, institutional, federal or private, you are receiving.

To access, go to [www.williamwoods.edu](http://www.williamwoods.edu).  
Select the "New and Current Students" link in the top right.

Select Financial Aid Portal and sign in (this login is **not** the same as Quicklaunch; please contact SFS with any questions).

## What if I have scholarships, loans, employee reimbursement, etc. to cover the cost of my charges?

All approved financial aid will show on your WWU billing account as anticipated, with the exception of pending third party benefits submitted by the SFS office (i.e. VA, Vocational Rehabilitation, etc).

If your aid is missing, check your Financial Aid Portal to ensure you have accepted your awards and completed all necessary steps prior to the first day of classes.

Contact SFS before the due date to discuss any other payment methods (ie: payment plans, outside scholarships, military/third party benefits etc).

## When do I file the FAFSA if I want federal aid?

It is **not required** that you file the FAFSA, but it is recommended.

The FAFSA (Free Application for Federal Student Aid) becomes available October 1st of each year for the following academic year.

The FAFSA is available through June 30th of the current academic year.

# What are my payment plan options?

WWU offers payment plans for the Fall (August- December) and Spring (January-April) terms.

*\*\*Please note the Summer term is not eligible for a payment plan.*

You may sign up through the CASHNet system on OwlNet after you register for courses and receive your first billing statement for each new term. Once logged in to CASHNet, select the "Set up Installation Payment Plan" option and follow the prompts. You must re-enroll each term.

The enrollment fee each term is \$35 and allows you to set up a maximum of five payments for the current term based on your enrollment date. Enrollment for Fall may open as early as July 1, and enrollment for Spring may open as early as December 1.

You will receive no interest charges, late fees or finance charges as long as your established plan covers the full balance on your WWU account and all payments are made in full by any established due dates.

Payment plans may be combined with any financial aid that is reflected on your WWU billing account.

# What happens if I don't have arrangements for payment before the first day of classes?

Any balance not covered in full by the designated due date (unless other arrangements made with SFS) is subject to a late fee of \$75 per semester and 1.5% finance charge monthly.

There will also be a hold on future registration and delays of transcript/diploma processing.

# How can I pay on my bill?

Include student ID number with all payments.

Payment Method	Notes
Mail	William Woods University Attn: Cashier One University Ave Fulton, MO 65251  Personal Check (allow two weeks processing) Cashier's Check or Money Order
Online	Access the CASHnet system via Owlnet  Credit/debit cards (2.75% transaction fee) Electronic check (E-Check) (no transaction fee) (allow seven days processing)

## How am I contacted by the Office of Student Financial Services?

All contact from SFS will be sent to your WWU issued email.

Occasional "snail mail" is also sent, so keep your address current with Registrar's Office.